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se sync mode	4. Dolby Vision or HDR does not work	
leo 3 sync box is connected to an external HDMI input	- Make sure the Neo box is connected to the TV. Try to connect the HDMI	Warranty: 36–Month Limited Warranty
a game console or TV box. Otherwise, the sync mode	media device (tv box/game console) directly to the TV to check if Dolby vision or	
be used.	HDR is supported. Then, unplug the power of the Neo 3 sync box for 5 seconds,	
ne sync mode indicator is turned on. Check to see if the	then power on the Neo 3 sync box again.	Support: Lifetime Technical Support
HDMI input indicator, HDMI output indicator, and HDMI	5. The HDMI media device is not recognized by the	
hts are on.	TV and displays "No signal" error	Email: support@lytmi.co
onnect to the Lytmi Home App	- Check to see if the Neo 3 sync box's HDMI input indicator, HDMI output	Email: support@lytmi.co
are using a 2.4 GHz network WiFi connection (5G is not	indicator, and HDMI port working lights are on. If all of the above conditions	
ently). GPS and Bluetooth on your phone must be enabled.	are met but it still no signal, please unplug the power of the Neo 3 sync box	Official website: www.lytmi.co
ou are connected to the Internet.	for 5 seconds, then power on the Neo 3 sync box again.	Official Website. www.fytifil.co
ne WiFi indicator is on to signal a connection.	- Try to switch to another TV HDMI port. Disconnect any other equipment	
e conditions are met but it can't connect, please reset the	that can interfere with the signal, such as a soundbar.	
After the WiFi indicator light flashes slowly, unplug the power	6. When playing games, the screen goes black a few seconds	
c box for 5 seconds, then power on the Neo 3 sync box again.	- Please turn off the VRR and ALLM functions on the game console settings.	Facebook@Lytmi YouTube@Lytmi
port team if it still can't connect after resetting.	VRR stands for Variable Refresh Rate. ALLM stands for Auto Low Latency Mode.	
ht does not illuminate	- Contact our support team if the black screen still appears	
e LEDs do not illuminate	7. The light strip keeps flashing when watching the video	
connections. Before turing on the strip light, make sure it is	- Please check the resolution of the HDMI media device and set it to 1080P or 4K.	Tiktok@lytmi O Instagram@lytmiofficial
d into the Type-C LED port.	8. The video signal keeps dropping out and it is unstable	
er scene mode such as Read mode on the Lytmi Home App to	- Try to replace a new HDMl cable. Make sure the output of the Neo 3 box is	
rip can light up completely.	connected to the TV, and check if other devices are connected like AVR or	
e conditions are met but it can't illuminate, please unplug	soundbar, which may interfere with the signal.	
e Neo 3 sync box for 5 seconds, then power on the Neo 3 sync		